Strategic Roadmap for the Future

2022 - 2024



PURPOSE

Champion Better Business Practices to Deliver Social Impact

VALUES

Respect Integrity Service Empowerment

STRATEGIC PLAN GOALS



Establishing Strong Foundations



Developing our Internal Capacity & Capability



Future Sustainability & Financial Viability



Strengthen the NFP Sector

KEY DELIVERABLES

Creating Social Impact & Delivering Shared Value

Customer Experience & Business Simplification

Our People - Employer of Choice, Leadership & Learning

Diversity & Inclusion, First Nations Engagement

Growth & Profitability

Maintain Our Social Licence to Operate

ENABLING PLANS

Workforce

Technology / Digital

Quality Assurance

Strategic Risk Management

Annual Budget

3-Year Financial Forecast

Capital Investment Plan

Strategic Marketing Plan

Social Impact Strategy

First Nations Engagement Strategy



